



KHIE's Community Record Frequently Asked Questions

1. Will I have access to the VHR from different locations?

- a. Yes, the VHR is a web-based, user-friendly portal which allows access anywhere, anytime.

2. Will I need more than one User ID and Password to access the VHR from various locations?

- a. No, because it is a web-based portal, you will have access to the VHR with a single User ID and Password.

3. How accurate is the data coming into the exchange?

- a. The information is validated for accuracy by the participating provider; however, KHIE data stewards work with the participating providers to manage patient data accuracy, as appropriate.

4. Who is providing the data?

- a. Any Participant (organization, hospital, practice, or clinic) in the Kentucky Health Information Exchange who has signed a Participation Agreement and is sending data feeds to the Exchange.

5. What data is displayed in the VHR?

- a. The VHR displays data from the ADT (patient demographics, admit, discharge, transfer), LAB, RAD, and TRANS (transcribed reports/notes) feeds.

6. Is encounter data viewable in the VHR?

- a. Encounter data is displayed in the web services CCD tab within the VHR, if the data provider supplies it.

7. Does the VHR only contain Medicaid Claims Data?

- a. No, it is populated with patient data from any participating provider within the Kentucky Health Information Exchange. While most providers were in the process of connecting to KHIE, the VHR was initially seeded with Medicaid claims-based data, so that the early adopters would have at least that much data to view in the Exchange. It would give value to the Exchange, even in its infancy.

8. How is the CCD populated on the VHR?

- a. All health information on a selected patient that is sent from any participating provider within the Kentucky Health Information Exchange can be seen in a single consolidated tabular view.

9. Is it possible to “search by facility” in the VHR?

- a. Yes. You may enter the name of a facility in the search box.

10. Will the VHR automatically log off if the user fails to log out appropriately?

- a. Yes, it will automatically log off after 30 minutes of inactivity.

11. What is the MNR number?

- a. The MNR number is the patient’s medical record number that is assigned to them by a facility.

12. Is there a tutorial available for the VHR?

- a. Yes. There is a “Help function” tab within the VHR that provides step by step instructions and “How to” information for the VHR.

13. Does KHIE provide training on the VHR?

- a. Yes. KHIE staff will provide training for an organization's identified Super Users, using a 'train the trainer' approach. In addition, KHIE staff members are available to assist any organization with its implementation of KHIE.

14. Is there an Audit Trail on the Print function? (Is it possible to determine if a report has been printed and who printed it?)

- a. There is **no** Audit Trail on the print function because there is not a print function in the VHR. The print function is accessed from the web browser. There is no way for the VHR to know that the web browser printed the web page.

15. Is it possible to forward reports to providers who aren't KHIE participants?

- a. You can "send" result reports to anyone. The user must ensure that ALL HIPAA regulations are adhered to when sending PHI (Protected Health Information). This does require additional work from both the participant's and KHIE's technical team.

16. Is it possible to click on "file" and "send" from the web page to forward a result report?

- a. Clicking on "file" and "send" from the web page would be sending information over an open network in an unencrypted/unsecured manner and would be considered a HIPAA violation.

17. How often are users and Super users required to reset their password?

- a. The password automatically expires after 90 days. After 50 days of no activity, the account is deactivated.

18. What protections are in place to secure misuse of the system?

- a. HIPAA laws address the protections of misuse.

- b. Additionally, KHIE's Participation Agreement addresses the need for KHIE participants in the Exchange to have security and privacy measures in place for their users/employees.
- c. The VHR also includes the "Healthcare Provider Usage Terms and Conditions" page in which a user must "agree and accept" or "decline" certain conditions prior to accessing a selected patient's health record.
- d. KHIE can conduct audits, upon written request, to determine the access by a specific user and/or access to a specific patient health record.